

Representative James A. Dunnigan proposes the following substitute bill:

HEALTH INSURANCE AMENDMENTS

2017 GENERAL SESSION

STATE OF UTAH

Chief Sponsor: James A. Dunnigan

Senate Sponsor: _____

LONG TITLE

General Description:

This bill establishes standards a health insurance managed care organization must follow for health care provider network adequacy and payment for out of network emergency department services.

Highlighted Provisions:

This bill:

- ▶ effective January 1, 2018:
 - establishes provider network adequacy standards for managed care organizations;
 - establishes standards for provider directories;
 - requires reimbursement of health care providers who provide out of network emergency services or post stabilization care to an enrollee;
 - establishes a reimbursement benchmark for out of network emergency services and post stabilization care;
 - prohibits a health care provider who is reimbursed by a managed care organization, based on the benchmark, from balance billing an enrollee in an amount that exceeds a certain cap;
 - requires a health care provider to give an enrollee notice of certain rights if the



26 health care provider sends an enrollee a bill for emergency services; and

27 • makes it a violation of licensing laws for a health care provider to balance bill
28 an enrollee under certain circumstances; and

29 ▶ makes technical amendments and conforming amendments.

30 **Money Appropriated in this Bill:**

31 None

32 **Other Special Clauses:**

33 This bill provides a special effective date.

34 **Utah Code Sections Affected:**

35 AMENDS:

36 [31A-8-101](#), as last amended by Laws of Utah 2002, Chapter 308

37 [31A-8-105](#), as last amended by Laws of Utah 1998, Chapter 329

38 [31A-8-213](#), as last amended by Laws of Utah 2007, Chapter 309

39 [31A-22-618.5](#), as last amended by Laws of Utah 2014, Chapters 290 and 300

40 ENACTS:

41 [26-21-30](#), Utah Code Annotated 1953

42 [31A-22-645](#), Utah Code Annotated 1953

43 [31A-22-646](#), Utah Code Annotated 1953

44 [31A-22-647](#), Utah Code Annotated 1953

45 [58-1-509](#), Utah Code Annotated 1953

46 REPEALS:

47 [31A-8-104](#), as last amended by Laws of Utah 1997, Chapter 185

48 [31A-8-408](#), as last amended by Laws of Utah 2002, Chapter 308



50 *Be it enacted by the Legislature of the state of Utah:*

51 Section 1. Section **26-21-30** is enacted to read:

52 **26-21-30. Violation of chapter.**

53 (1) For purposes of this section:

54 (a) "Balanced billing" means the same as that term is defined in Section [31A-22-645](#).

55 (b) "Emergency services" means the same as that term is defined in Section

56 [31A-22-645](#).

57 (2) Beginning January 1, 2018, it is a violation of this chapter for a health care facility
58 to balance bill a patient for emergency services in violation of Section [31A-22-647](#).

59 (3) A health care facility that violates this section is subject to Section [26-21-11](#).

60 Section 2. Section **31A-8-101** is amended to read:

61 **31A-8-101. Definitions.**

62 For purposes of this chapter:

63 (1) "Basic health care services" means:

64 (a) emergency care;

65 (b) inpatient hospital and physician care;

66 (c) outpatient medical services; and

67 (d) out-of-area coverage.

68 (2) "Director of health" means:

69 (a) the executive director of the Department of Health; or

70 (b) the authorized representative of the executive director of the Department of Health.

71 (3) "Enrollee" means an individual:

72 (a) who has entered into a contract with an organization for health care; or

73 (b) in whose behalf an arrangement for health care has been made.

74 (4) "Health care" is as defined in Section [31A-1-301](#).

75 (5) "Health maintenance organization" means any person:

76 (a) other than:

77 (i) an insurer licensed under Chapter 7, Nonprofit Health Service Insurance

78 Corporations; or

79 (ii) an individual who contracts to render professional or personal services that the

80 individual directly performs; and

81 (b) that:

82 (i) furnishes at a minimum, either directly or through arrangements with others, basic

83 health care services to an enrollee in return for prepaid periodic payments agreed to in amount

84 prior to the time during which the health care may be furnished; and

85 (ii) is obligated to the enrollee to arrange for or to directly provide available and

86 accessible health care.

87 (6) (a) "Limited health plan" means, except as limited under Subsection (6)(b), any

88 person who furnishes, either directly or through arrangements with others, services:

89 (i) of:

90 (A) dentists;

91 (B) optometrists;

92 (C) physical therapists;

93 (D) podiatrists;

94 (E) psychologists;

95 (F) physicians;

96 (G) chiropractic physicians;

97 (H) naturopathic physicians;

98 (I) osteopathic physicians;

99 (J) social workers;

100 (K) family counselors;

101 (L) other health care providers; or

102 (M) reasonable combinations of the services described in this Subsection (6)(a)(i);

103 (ii) to an enrollee;

104 (iii) in return for prepaid periodic payments agreed to in amount prior to the time
105 during which the services may be furnished; and

106 (iv) for which the person is obligated to the enrollee to arrange for or directly provide
107 the available and accessible services described in this Subsection (6)(a).

108 (b) "Limited health plan" does not include:

109 (i) a health maintenance organization;

110 (ii) an insurer licensed under Chapter 7, Nonprofit Health Service Insurance

111 Corporations; or

112 (iii) an individual who contracts to render professional or personal services that the
113 individual performs.

114 (7) (a) "Nonprofit organization" or "nonprofit corporation" means an organization no
115 part of the income of which is distributable to its members, trustees, or officers, or a nonprofit
116 cooperative association, except in a manner allowed under Section [31A-8-406](#).

117 (b) "Nonprofit health maintenance organization" and "nonprofit limited health plan"
118 are used when referring specifically to one of the types of organizations with "nonprofit" status.

119 (8) "Organization" means a health maintenance organization and limited health plan,
120 unless used in the context of:

121 (a) "organization permit," which is described in Sections 31A-8-204 and 31A-8-206; or

122 (b) "organization expenses," which is described in Section 31A-8-208.

123 (9) "Participating provider" means a provider as defined in Subsection (10) who, under
124 a contract with the health maintenance organization, agrees to provide health care services to
125 enrollees with an expectation of receiving payment, directly or indirectly, from the health
126 maintenance organization, other than copayment.

127 (10) "Provider" means any person who:

128 (a) furnishes health care directly to the enrollee; and

129 (b) is licensed or otherwise authorized to furnish the health care in this state.

130 (11) "Uncovered expenditures" means the costs of health care services that are covered
131 by an organization for which an enrollee is liable in the event of the organization's insolvency.

132 [~~(12) "Unusual or infrequently used health services" means those health services that
133 are projected to involve fewer than 10% of the organization's enrollees' encounters with
134 providers, measured on an annual basis over the organization's entire enrollment.]~~

135 Section 3. Section 31A-8-105 is amended to read:

136 **31A-8-105. General powers of organizations.**

137 Organizations may:

138 (1) buy, sell, lease, encumber, construct, renovate, operate, or maintain hospitals,
139 health care clinics, other health care facilities, and other real and personal property incidental to
140 and reasonably necessary for the transaction of the business and for the accomplishment of the
141 purposes of the organization;

142 (2) furnish health care through providers which are under contract with the
143 organization;

144 (3) contract with insurance companies licensed in this state or with health service
145 corporations authorized to do business in this state for insurance, indemnity, or reimbursement
146 for the cost of health care furnished by the organization;

147 (4) offer to its enrollees, in addition to health care, insured indemnity benefits, but only
148 for emergency care, out-of-area coverage, [~~unusual or infrequently used health services as
149 defined in Section 31A-8-101;~~] and adoption benefits as provided in Section 31A-22-610.1;

150 (5) receive from governmental or private agencies payments covering all or part of the
151 cost of the health care furnished by the organization;

152 (6) lend money to a medical group under contract with it or with a corporation under its
153 control to acquire or construct health care facilities or for other uses to further its program of
154 providing health care services to its enrollees;

155 (7) be owned jointly by health care professionals and persons not professionally
156 licensed without violating Utah law; and

157 (8) do all other things necessary for the accomplishment of the purposes of the
158 organization.

159 Section 4. Section 31A-8-213 is amended to read:

160 **31A-8-213. Certificate of authority.**

161 (1) An organization may apply for a certificate of authority at any time prior to the
162 expiration of its organization permit. The application shall include:

163 (a) a detailed statement by a principal officer about any material changes that have
164 taken place or are likely to take place in the facts on which the issuance of the organization
165 permit was based; and

166 (b) if any material changes are proposed in the business plan, the information about the
167 changes that would be required if an organization permit were then being applied for.

168 (2) The commissioner shall issue a certificate of authority, if the commissioner finds
169 that:

170 (a) the organization's capital and surplus complies with the requirements of Section
171 31A-8-209 as to the operations proposed under the new certificate of authority;

172 (b) there is no basis for revoking the organization permit under Section 31A-8-207;

173 (c) the deposit required by Section 31A-8-211 has been made; and

174 [~~(d) the organization satisfies the requirements of Section 31A-8-104, and]~~

175 [~~(e)~~] (d) all other applicable requirements of the law have been met.

176 (3) The certificate of authority shall specify any limits imposed by the commissioner
177 upon the organization's business or methods of operation, including the general types of health
178 care services the organization is authorized to provide.

179 (4) Upon the issuance of the certificate of authority:

180 (a) the board shall authorize and direct the issuance of certificates for shares, bonds, or

181 notes subscribed to under the organization permit, and of insurance policies upon qualifying
 182 applications obtained under the organization permit; and

183 (b) the commissioner shall authorize the release to the organization of all funds held in
 184 escrow under Section 31A-5-208, as adopted by Section 31A-8-206.

185 (5) (a) An organization may at any time apply to the commissioner for a new or
 186 amended certificate of authority altering the limits on its business or methods of operation.
 187 The application shall contain or be accompanied by that information reasonably required by the
 188 commissioner under Subsections 31A-5-204(2) and 31A-8-205(2). The commissioner shall
 189 issue the new certificate as requested if the commissioner finds that the organization continues
 190 to satisfy the requirements specified under Subsection (2).

191 (b) If the commissioner issues an order under Chapter 27, Part 5, Administrative
 192 Actions, against an organization, the commissioner may also revoke the organization's
 193 certificate and issue a new one with any limitation the commissioner considers necessary.

194 Section 5. Section 31A-22-618.5 is amended to read:

195 **31A-22-618.5. Health benefit plan offerings.**

196 (1) The purpose of this section is to increase the range of health benefit plans available
 197 in the small group, small employer group, large group, and individual insurance markets.

198 (2) A health maintenance organization that is subject to Chapter 8, Health Maintenance
 199 Organizations and Limited Health Plans:

200 (a) shall offer to potential purchasers at least one health benefit plan that is subject to
 201 the requirements of Chapter 8, Health Maintenance Organizations and Limited Health Plans;
 202 and

203 (b) may offer to a potential purchaser one or more health benefit plans that:

204 (i) are not subject to one or more of the following:

205 (A) the limitations on insured indemnity benefits in Subsection 31A-8-105(4);

206 ~~[(B) the limitation on point of service products in Subsections 31A-8-408(3) through~~
 207 ~~(6);]~~

208 ~~[(C)]~~ (B) except as provided in Subsection (2)(b)(ii), basic health care services as
 209 defined in Section 31A-8-101; or

210 ~~[(D)]~~ (C) coverage mandates enacted after January 1, 2009 that are not required by
 211 federal law, provided that the insurer offers one plan under Subsection (2)(a) that covers the

212 mandate enacted after January 1, 2009; and

213 (ii) when offering a health plan under this section, provide coverage for an emergency
214 medical condition as required by Section [31A-22-627](#) as follows:

215 (A) within the organization's service area, covered services shall include health care
216 services from nonaffiliated providers when medically necessary to stabilize an emergency
217 medical condition; and

218 (B) outside the organization's service area, covered services shall include medically
219 necessary health care services for the treatment of an emergency medical condition that are
220 immediately required while the enrollee is outside the geographic limits of the organization's
221 service area.

222 (3) An insurer that offers a health benefit plan that is not subject to Chapter 8, Health
223 Maintenance Organizations and Limited Health Plans:

224 (a) may offer a health benefit plan that is not subject to Section [31A-22-618](#);

225 (b) when offering a health plan under this Subsection (3), shall provide coverage of
226 emergency care services as required by Section [31A-22-627](#); and

227 (c) is not subject to coverage mandates enacted after January 1, 2009 that are not
228 required by federal law, provided that an insurer offers one plan that covers a mandate enacted
229 after January 1, 2009.

230 (4) Section [31A-8-106](#) does not prohibit the offer of a health benefit plan under
231 Subsection (2)(b).

232 (5) (a) Any difference in price between a health benefit plan offered under Subsections
233 (2)(a) and (b) shall be based on actuarially sound data.

234 (b) Any difference in price between a health benefit plan offered under Subsection
235 (3)(a) shall be based on actuarially sound data.

236 (6) Nothing in this section limits the number of health benefit plans that an insurer may
237 offer.

238 Section 6. Section [31A-22-645](#) is enacted to read:

239 **[31A-22-645. Access to managed care organization health care providers.](#)**

240 (1) As used in this section and Sections [31A-22-646](#) and [31A-22-647](#):

241 (a) (i) "Balance billing" means the practice of a health care provider billing an enrollee:

242 (A) for the difference between the health care provider's charge and the managed care

243 organization's allowed amount; or
244 (B) more than the balance bill cap under Subsection [31A-22-647\(2\)\(c\)](#).
245 (ii) "Balance billing" does not include billing an enrollee for:
246 (A) cost sharing required by the enrollee's plan, such as copayments, coinsurance, and
247 deductibles; and
248 (B) an amount that is less than the balance bill cap under Subsection [31A-22-647\(2\)\(c\)](#).
249 (b) "Covered benefit" or "benefit" means the health care services to which a covered
250 person is entitled under the terms of a health benefit plan.
251 (c) "Emergency medical condition" means the same as that term is defined in Section
252 [31A-22-627](#).
253 (d) "Emergency services" means, with respect to an emergency condition:
254 (i) a medical or mental health screening examination that is within the capability of the
255 emergency department of a hospital, including ancillary services routinely available to the
256 emergency department to evaluate the emergency medical condition; and
257 (ii) any further medical or mental health examination and treatment, to the extent the
258 treatment or examination is within the capabilities of the emergency department and the staff,
259 to stabilize the patient.
260 (e) "Managed care organization" means:
261 (i) a managed care organization as that term is defined in Section [31A-1-103](#); and
262 (ii) a third-party administrator as that term is defined in Section [31A-1-103](#).
263 (f) "Post stabilization care" includes services related to emergency services that:
264 (i) are provided after an enrollee's condition is no longer considered an emergency
265 medical condition;
266 (ii) maintain a stabilized condition or improve or resolve the enrollee's condition; and
267 (iii) are provided within 90 consecutive days after the day the enrollee experienced the
268 emergency medical condition.
269 (g) "Stabilize" means the same as that term is defined in 42 U.S.C. Sec. 1395dd(e)(3).
270 (2) A managed care organization offering or administering a network plan shall
271 maintain a network that is sufficient in numbers and appropriate types of providers, including
272 those that serve predominantly low-income, medically underserved individuals, to ensure that
273 all services to enrollees, including children and adults, will be accessible without unreasonable

274 travel or delay.

275 (3) An enrollee under a managed care organization's network plan shall have access to
276 emergency services 24 hours per day, seven days per week.

277 (4) (a) Upon the request of the commissioner, a managed care organization providing a
278 network plan shall demonstrate to the commissioner, in accordance with Subsection (4)(b), that
279 the managed care organization is able to provide adequate access to current and potential
280 enrollees through a contracted network of providers and facilities for all counties within the
281 managed care organization's filed service area.

282 (b) Adequate access is demonstrated if the managed care organization demonstrates
283 compliance with Subsection (4)(c) or (d).

284 (c) A managed care organization demonstrates network adequacy if the managed care
285 network meets the maximum travel time and distance standards in, and has sufficient numbers
286 of, health care professionals, providers, and facilities to meet the minimum number of
287 requirements set forth by:

288 (i) the Centers for Medicare and Medicaid Services for Medicare Advantage Plans; and

289 (ii) modifications to the standards in Subsection (4)(c)(i), adopted by the commissioner
290 by administrative rule, as necessary to reflect the age demographics of the enrollees in the plans
291 and availability of rural healthcare providers, and based on nationally recognized standards.

292 (d) A managed care organization demonstrates network adequacy if the managed care
293 organization meets adequacy and sufficiency standards established by the commissioner by
294 administrative rule made in accordance with Title 63G, Chapter 3, Utah Administrative
295 Rulemaking Act, and this Subsection (4)(d).

296 (e) The commissioner shall adopt administrative rules in compliance with Title 63G,
297 Chapter 3, Utah Administrative Rulemaking Act, to establish reasonable standards under
298 Subsection (4)(d) for:

299 (i) provider-covered person ratios by specialty;

300 (ii) primary care professional-covered person ratios;

301 (iii) geographic accessibility of providers;

302 (iv) geographic variation and population dispersion;

303 (v) waiting times for an appointment with participating providers;

304 (vi) hours of operation;

- 305 (vii) the ability of the network to meet the needs of covered persons, which may
306 include low-income persons, children and adults with serious, chronic, or complex health
307 conditions or physical or mental disabilities, or persons with limited English proficiency;
308 (viii) other health care service delivery system options, such as telemedicine or
309 telehealth, mobile clinics, centers of excellence, and other ways of delivering health care;
310 (ix) the volume of technological and specialty care services available to serve the needs
311 of covered persons requiring technologically advanced or specialty care services;
312 (x) the extent to which participating providers are accepting new patients;
313 (xi) the regionalization of specialty care, which may require some children and adults
314 to cross state lines for care;
315 (xii) a number of providers within a specified area, including rural or urban areas, that
316 takes into consideration an insured's travel time and distance to providers; and
317 (xiii) the manner in which a managed care organization demonstrates compliance with
318 the criteria established under this Subsection (4).

319 (5) A managed care organization shall provide notice in writing to enrollees that for a
320 covered benefit to be provided at a facility in the enrollee's health benefit plan network, there is
321 the possibility that the enrollee could be treated by a health care provider that is not in the same
322 network, which could result in higher cost-sharing and balance billing.

323 Section 7. Section **31A-22-646** is enacted to read:

324 **31A-22-646. Managed care organization provider directories.**

325 (1) (a) A managed care organization shall post electronically a current and accurate
326 provider directory for each of the organization's network plans.

327 (b) In making the directory available electronically, the managed care organization
328 shall ensure the general public is able to view all of the current providers for a plan through a
329 clearly identifiable link or tab and without creating or accessing an account or entering a policy
330 or contract number.

331 (c) The managed care organization shall update each network plan provider directory at
332 least monthly. A managed care organization does not violate the requirements of this
333 Subsection (1)(c) if a provider fails to notify the managed care organization of a change to the
334 provider's information.

335 (2) A managed care organization shall make available through an electronic provider

336 directory, for each network plan, the information under this subsection in a searchable format:

337 (a) for a health care provider who is licensed under Title 58, Occupations and

338 Professions:

339 (i) the health care provider's name;

340 (ii) the health care provider's gender;

341 (iii) participating office locations;

342 (iv) specialty and board certifications;

343 (v) medical group affiliations, if applicable;

344 (vi) participating facility affiliations, if applicable;

345 (vii) languages spoken, other than English, if applicable;

346 (viii) whether accepting new patients; and

347 (ix) contact information; and

348 (b) for facilities licensed under Title 26, Chapter 21, Health Facility Licensing and

349 Inspection Act, or Title 62A, Chapter 2, Licensure of Programs and Facilities:

350 (i) the facility name;

351 (ii) the type of facility;

352 (iii) participating facility locations;

353 (iv) facility accreditation status; and

354 (v) for facilities other than hospitals, type of services performed.

355 (3) A managed care organization shall make a print copy of a current provider directory

356 available upon request of an enrollee or a prospective enrollee at least annually.

357 (4) A provider directory, whether in electronic or print format, shall accommodate the

358 communication needs of individuals with disabilities, and include a link to or information

359 regarding available assistance for persons with limited English proficiency.

360 Section 8. Section **31A-22-647** is enacted to read:

361 **31A-22-647. Managed care organization out-of-network services -- Emergency**

362 **services -- Post-stabilization care -- Balance billing.**

363 (1) (a) A managed care organization shall have a process to ensure that an enrollee

364 obtains covered services at a network level of benefits, including a network level of cost

365 sharing, from a non-network provider, or shall make other arrangements acceptable to the

366 commissioner:

367 (i) in accordance with Section [31A-22-645](#); and
368 (ii) (A) when an enrollee is diagnosed with a condition or disease that requires
369 specialized health care services; and
370 (B) the managed care organization does not have a network provider of the required
371 specialty with the professional training and expertise to treat or provide the health care services
372 for the condition or disease, or cannot provide reasonable access to a network provider with the
373 required training or expertise to treat or provide health care services for the condition or
374 disease.

375 (b) A managed care organization shall:
376 (i) inform an enrollee of the process the enrollee may use to request access to obtain a
377 covered benefit from a non-network provider in accordance with Subsection (1)(a);
378 (ii) have a system in place that documents all requests to obtain covered benefits from
379 a non-network provider under Subsection (1)(a); and
380 (iii) ensure that requests to obtain a covered benefit from a non-network provider under
381 Subsection (1)(a) are addressed in a timely fashion appropriate to the covered person's
382 condition.

383 (2) (a) A managed care organization shall reimburse a non-network provider for
384 emergency services and post stabilization care in accordance with this section.

385 (b) A managed care organization shall:
386 (i) accept assignment of benefits from an enrollee for emergency services and
387 post-stabilization care provided by a non-network provider; and
388 (ii) send an explanation of benefits to the non-network provider with the information
389 required under Subsection (5)(a).

390 (c) (i) Payment to a non-network provider for emergency services shall be the greater
391 of the amount calculated under Subsection (2)(c)(ii) plus 5% of that amount.
392 (ii) The amount paid under Subsection (2)(c)(i) shall be the greater of:
393 (A) the amount negotiated with in-network providers for the emergency services
394 furnished, excluding any in-network copayment or coinsurance imposed with respect to the
395 enrollee, as provided in Subsection (2)(d)(i); or
396 (B) the amount for the emergency services calculated using the same method the
397 managed care organization generally uses to determine payments for out-of-network services,

398 such as the usual, customary, and reasonable amount, excluding any in-network copayment or
399 coinsurance imposed with respect to an enrollee, as provided in Subsection (2)(d)(ii).

400 (d) (i) If there is more than one amount negotiated with in-network providers for the
401 emergency service under Subsection (2)(c)(i)(A), the amount is the median of these amounts,
402 excluding any in-network copayment or coinsurance imposed with respect to the enrollee. In
403 determining the median under this Subsection (2)(d)(i), the amount negotiated with each
404 in-network provider is treated as a separate amount, even if the same amount is paid to more
405 than one provider.

406 (ii) The amount under Subsection (2)(c)(ii)(B) is determined without reduction for
407 out-of-network cost sharing that generally applies under the plan with respect to out-of-network
408 services. For example, if a plan generally pays 70% of the usual, customary, and reasonable
409 amount for out-of-network services, the amount under this Subsection (2)(d)(ii) for an
410 emergency service is 100% of the usual, customary, and reasonable amount for the service, not
411 reduced by the 30% coinsurance that would generally apply to out-of-network services, but
412 reduced by the in-network copayment or coinsurance that the enrollee would be responsible for
413 if the emergency service had been provided in-network.

414 (e) Payment to a non-network provider for post stabilization care shall be the greater
415 of:

416 (i) the minimum payment required under the applicable provisions of 45 C.F.R. Sec.
417 147.138; or

418 (ii) 110% of the allowed amount paid to in-network physicians participating on the
419 provider network associated with the managed care organization's most popular health benefit
420 plan.

421 (3) (a) A non-network provider who is reimbursed under Subsection (2)(c) or (2)(e)
422 may not balance bill an enrollee in excess of the amount under this Subsection (3).

423 (b) A non-network provider may balance bill an enrollee for emergency services in an
424 amount that is the lesser of:

425 (i) 10% above the amount allowed under Subsection (2)(c) for the emergency services;
426 or

427 (ii) \$5,000.

428 (c) A non-network provider may not balance bill an enrollee for post stabilization care.

- 429 (4) (a) A managed care organization may elect to pay a non-network provider for
430 emergency services or post stabilization care:
- 431 (i) as submitted by the provider;
432 (ii) in accordance with the benchmark established in Subsection (2)(c) or (2)(e); or
433 (iii) in an amount mutually agreed upon by the managed care organization and the
434 provider.
- 435 (b) This section does not preclude a managed care organization and a non-network
436 provider from agreeing to a different payment arrangement if:
- 437 (i) the enrollee is responsible for no more than:
438 (A) the applicable in-network cost sharing amount; and
439 (B) the balance bill amount allowed under Subsection (3); and
440 (ii) the enrollee has no legal obligation to pay the balance for emergency services or
441 post stabilization care remaining after the payments under Subsection (4)(b)(i).
- 442 (c) If a non-network provider sends a bill directly to an enrollee for emergency services
443 or post stabilization care, the bill shall notify the enrollee:
- 444 (i) that the emergency services or post stabilization care were performed by a provider
445 who is not a network provider for the enrollee's health benefit plan;
446 (ii) that the enrollee is responsible for paying the enrollee's applicable in-network
447 cost-sharing amount and the additional balance bill allowed under Subsection (3);
448 (iii) the enrollee has no legal obligation to pay the remaining balance for the emergency
449 services; and
450 (iv) the enrollee may contact the state insurance commissioner's office for assistance.
- 451 (5) A non-network provider who receives payment from the managed care organization
452 under Subsection (2)(c) or (2)(e):
- 453 (a) may rely on the explanation of benefits provided by the managed care organization
454 to the enrollee and the non-network provider, informing the non-network provider of:
- 455 (i) the amount the non-network provider may attempt to collect from the enrollee for
456 the enrollee's cost sharing, including unmet deductibles, copayments, and coinsurance; and
457 (ii) the managed care organization's allowed amount under Subsection (2)(c) for the
458 emergency services or Subsection (2)(e) for post stabilization care;
459 (b) shall accept the following payment from the enrollee as payment in full for the

460 emergency services and post stabilization care:

461 (i) payment of cost sharing from the enrollee; and

462 (ii) payment of the additional balance bill allowed under Subsection (3); and

463 (c) may not attempt to collect payment from an enrollee for emergency services or post

464 stabilization care in excess of the amount under Subsection (5)(b).

465 (6) The rights and remedies provided under this section to an enrollee shall be in

466 addition to, and may not preempt, any other rights and remedies available to an enrollee under

467 state or federal law.

468 (7) On or before November 30, 2019, the commissioner shall report to the Business

469 and Labor Interim Committee regarding the benchmarks established in Subsections (2)(c), (d)

470 and (e), the balance billing allowed under Subsection (4), and whether the payment

471 benchmarks and allowed balance billing should be modified.

472 Section 9. Section **58-1-509** is enacted to read:

473 **58-1-509. Health care provider -- Emergency services -- Balanced billing --**

474 **Unprofessional conduct.**

475 (1) For purposes of this section:

476 (a) "Balanced billing" means the same as that term is defined in Section [31A-22-645](#).

477 (b) "Emergency services" means the same as that term is defined in Section

478 [31A-22-645](#).

479 (c) "Health care provider" means an individual who is:

480 (i) defined as a health care provider under Section [78B-3-403](#); and

481 (ii) licensed under this title.

482 (2) Beginning January 1, 2018, it is unprofessional conduct for a health care provider

483 to balance bill a patient for emergency services in violation of Section [31A-22-647](#).

484 (3) A health care provider who violates this section is subject to Section [58-1-502](#).

485 Section 10. **Repealer.**

486 This bill repeals:

487 Section **[31A-8-104](#), Determination of ability to provide services.**

488 Section **[31A-8-408](#), Organizations offering point of service or point of sales**

489 **products.**

490 Section 11. **Effective date.**

491

This bill takes effect on January 1, 2018.